

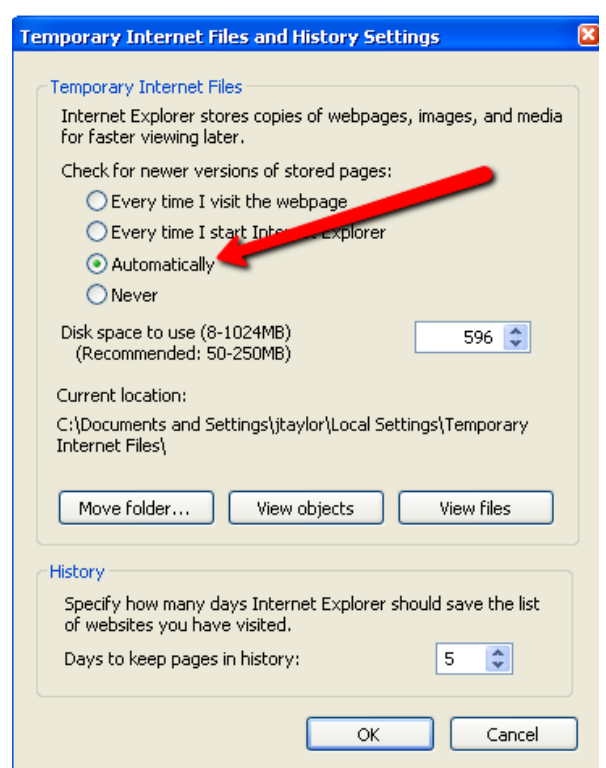
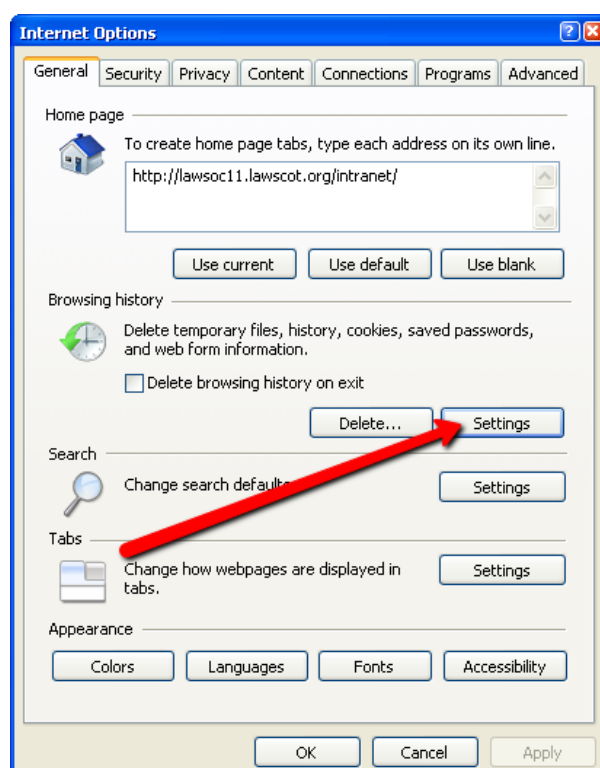
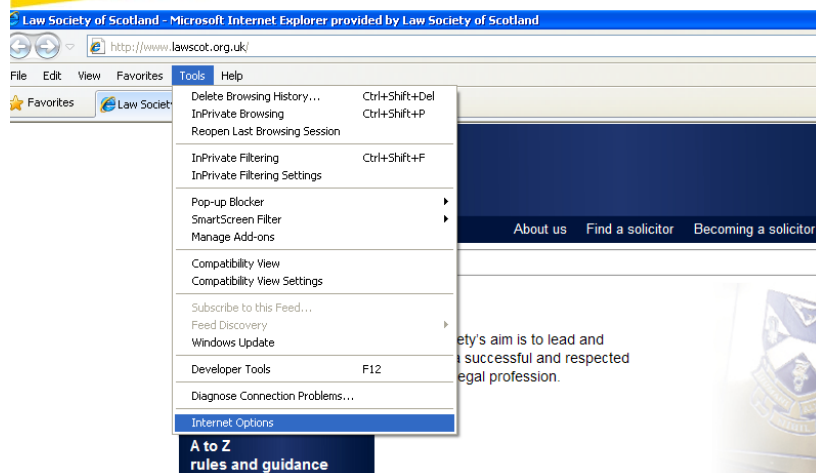
Troubleshooting Guide

Please see below examples of common login issues and potential solutions.

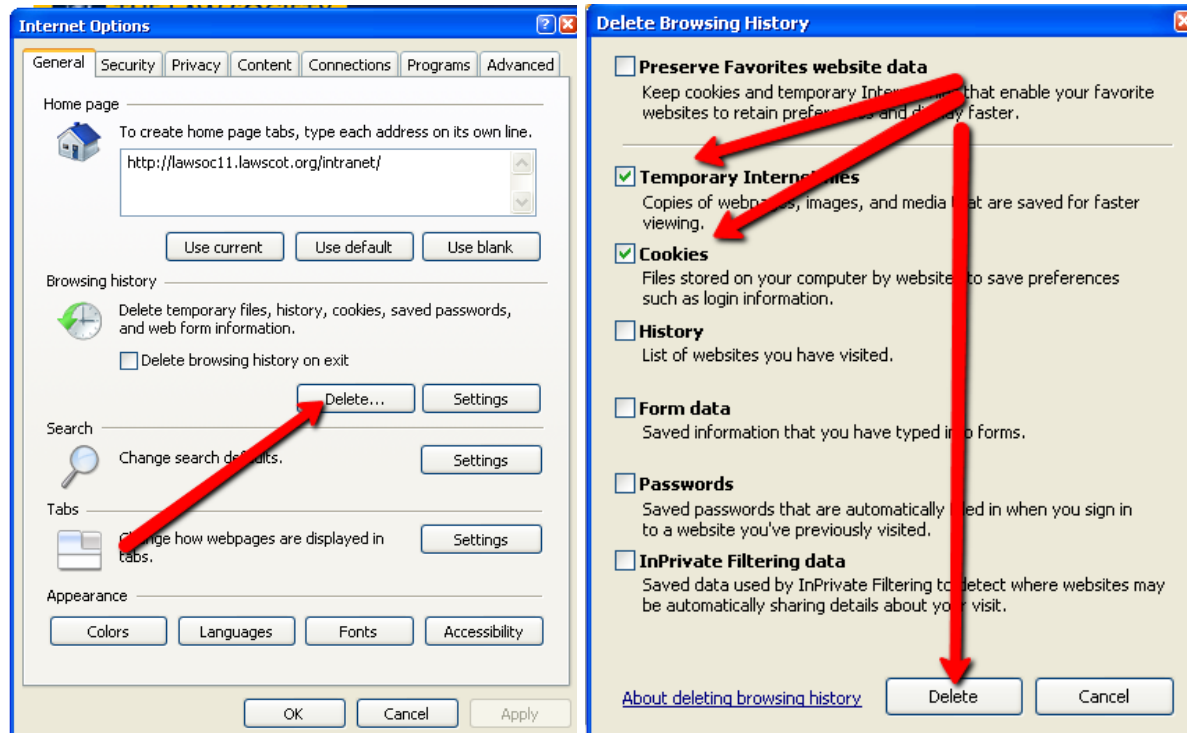
- If you have locked yourself out (see appendix 1 fig 1) or have forgotten your password please email loginenquiries@lawscot.org.uk quoting your full name, date of birth and email address as held by the Society
- If you are unsure what to do [click here](#) for detailed information
- If an error message appears after typing in username and password (see examples in appendix 1 fig 2)
 - Check username and password and try again noting that passwords are case sensitive and may include the number zero easily mistaken for the letter O.
 - Check there are no other browsers open that may already be logged in
 - Close all browsers and re-open. Try logging in again.
 - Restart PC
 - Try logging in again

If these steps do not resolve the issue or you see an error message (see examples in appendix 1 figures 3 and 4) we recommend that you check your browser settings. These settings may be blocked by your internal system or IT department therefore in this case or if you are not confident making browser changes please contact them for assistance in the first instance.

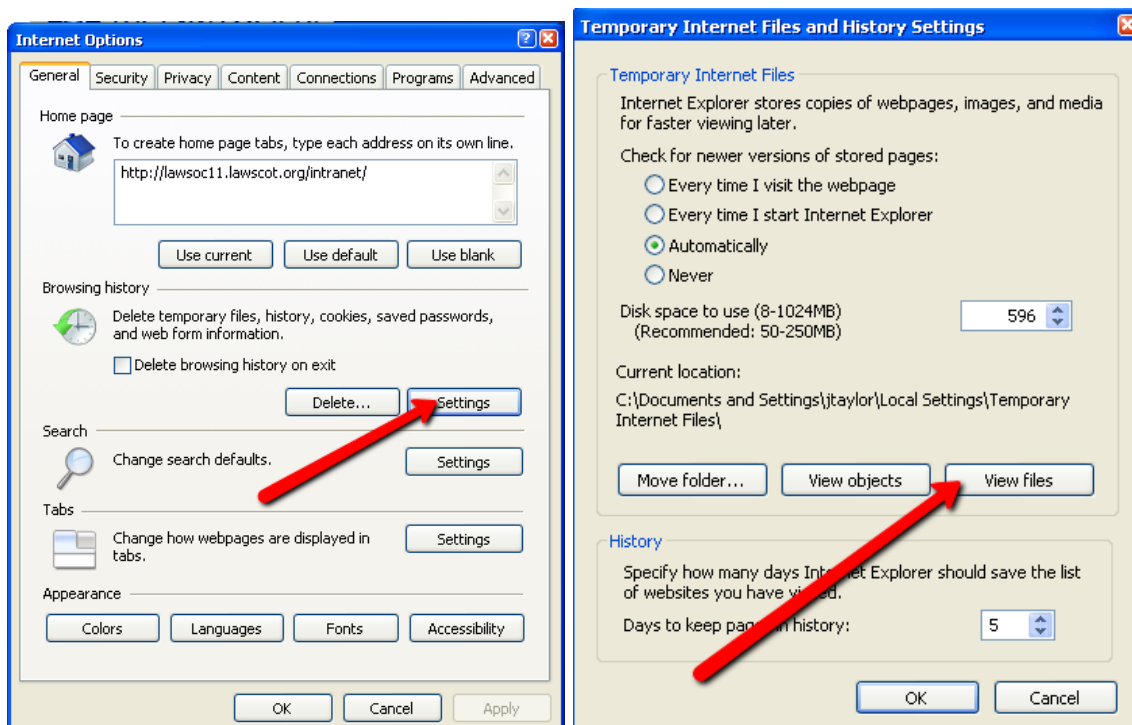
(Please note that different browsers or versions may have the internet options in a different way some examples are shown in appendix 2):

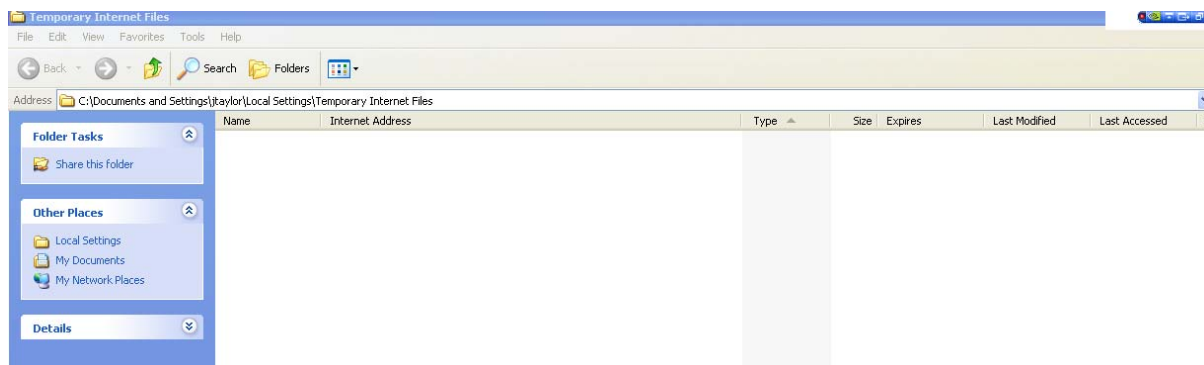


Delete browsing history and cookies:



You can check that this has been successful:





If there are any files shown in the folder above then the delete has been unsuccessful.

Please note that different browsers or versions may have the internet options in a different way some examples are shown in appendix 2.

If you are not confident making browser changes or these settings are blocked by your internal systems/IT department please contact them for assistance.

If none of the above applies or resolves your issue or you need any further assistance, please contact us: loginenquiries@lawscot.org.uk. Please quote your full name, date of birth and email address to assist us to deal with your enquiry.

Appendix 1

Figure 1

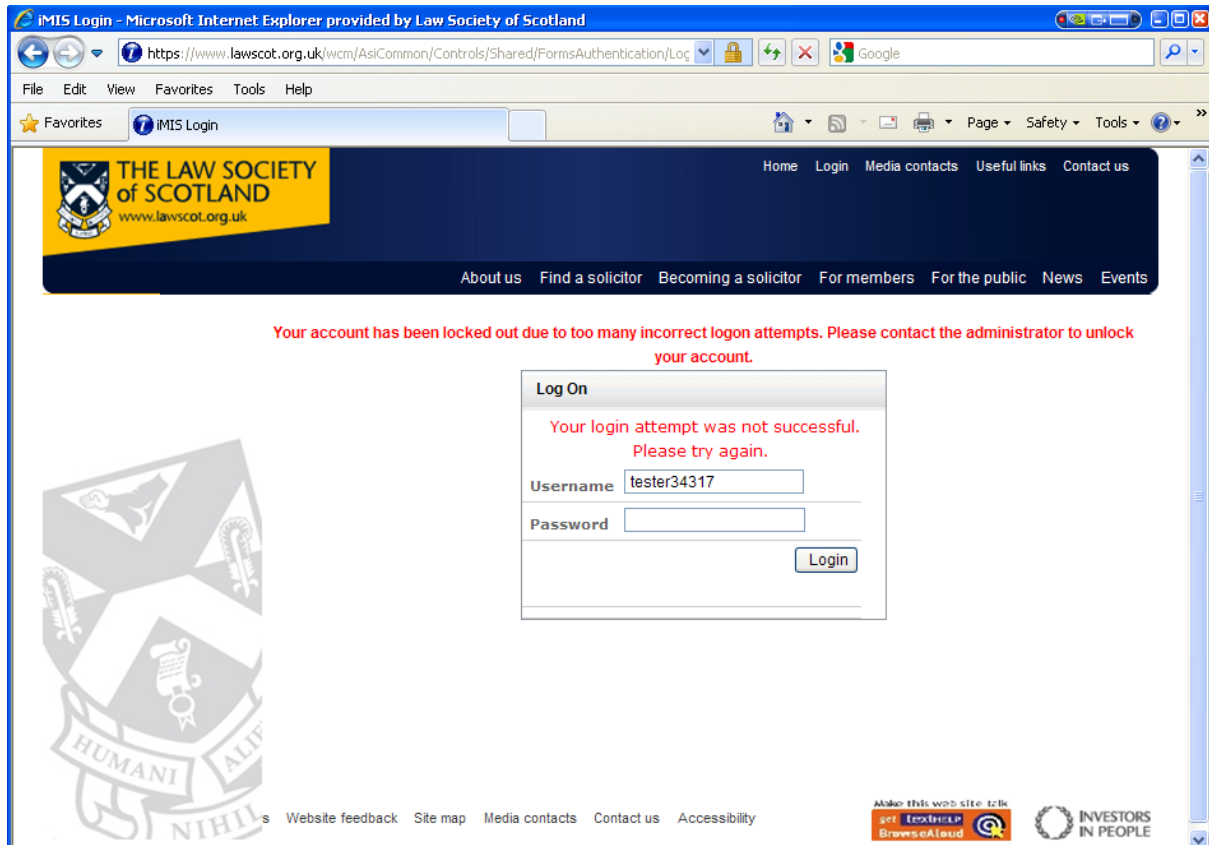


Figure 2

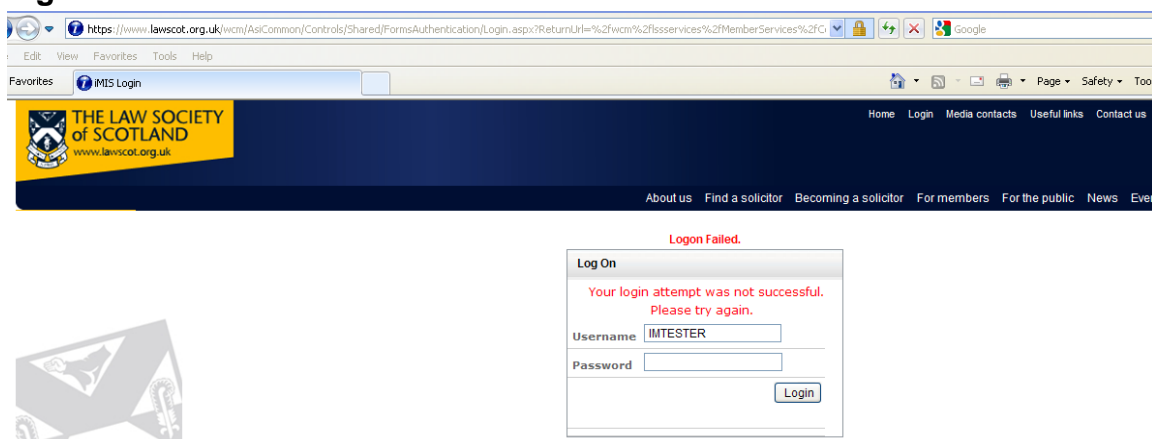


Figure 3

Server Error in '/wcm' Application.

Validation Failed

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: AspNet.Security.UserValidationException: Validation Failed

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

```
[UserValidationException: Validation Failed]  
   at AspNet.Security.SecurityContext.AppPrincipalFromReader(Boolean withPassword, RolePrincipal rolePrincipal, OleDbDataReader reader) +177  
   at AspNet.Security.SecurityContext.AppPrincipalByUserId(String userId, RolePrincipal rolePrincipal) +291  
   at AspNet.Security.SecurityContext.AuthenticateByUserId(String userId,
```

Figure 4



ERROR

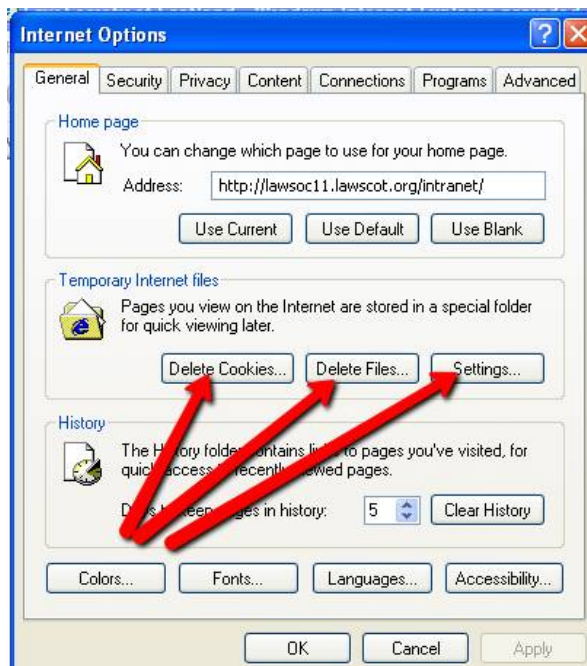
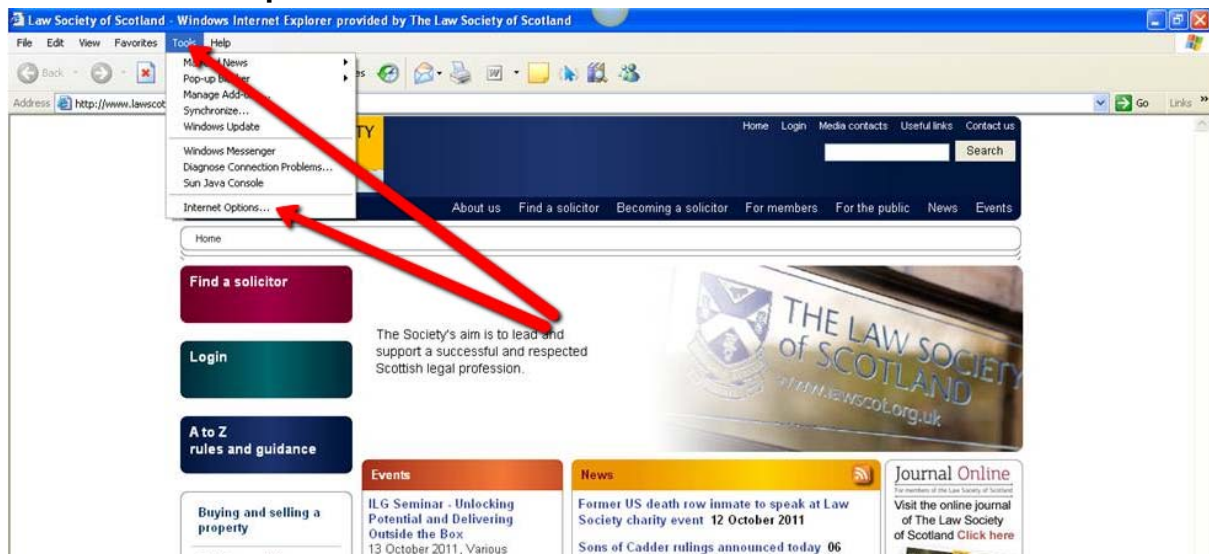
You do not have permission to view this content.

Appendix 2

Other browsers:

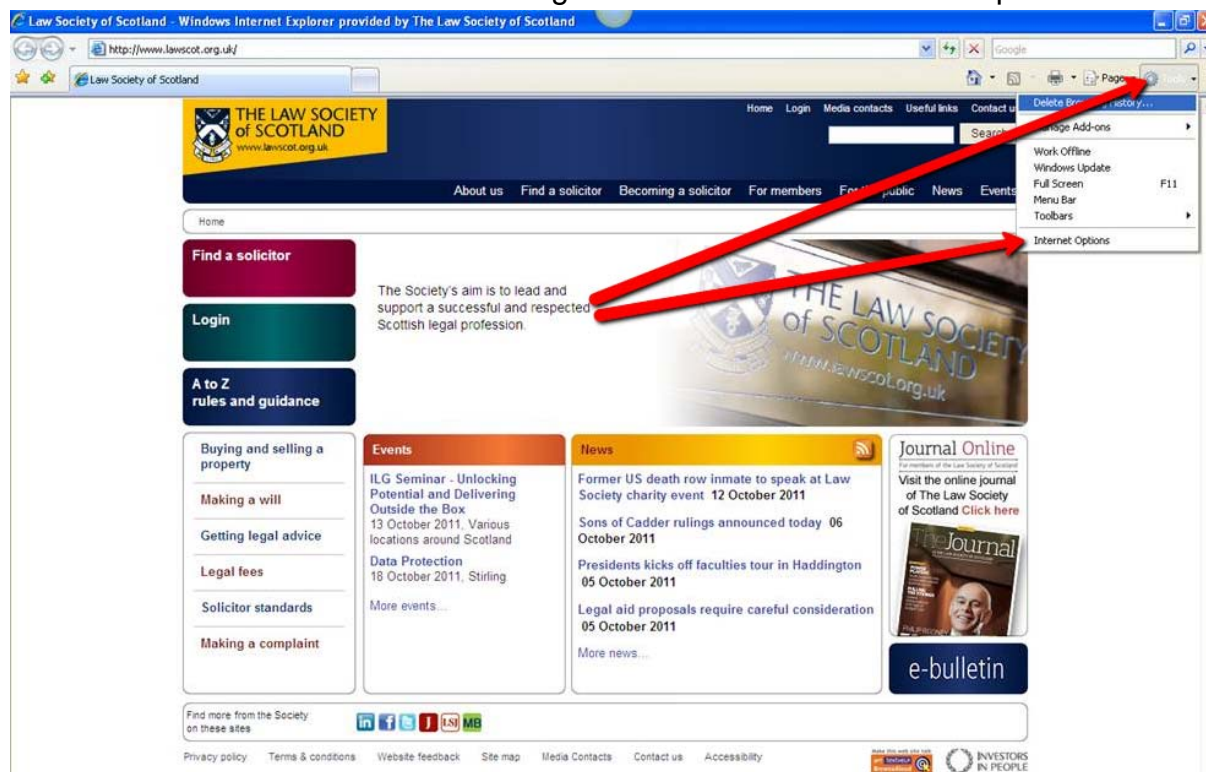
Please note that different versions of internet explorer may look slightly different:

Internet explorer 6 –

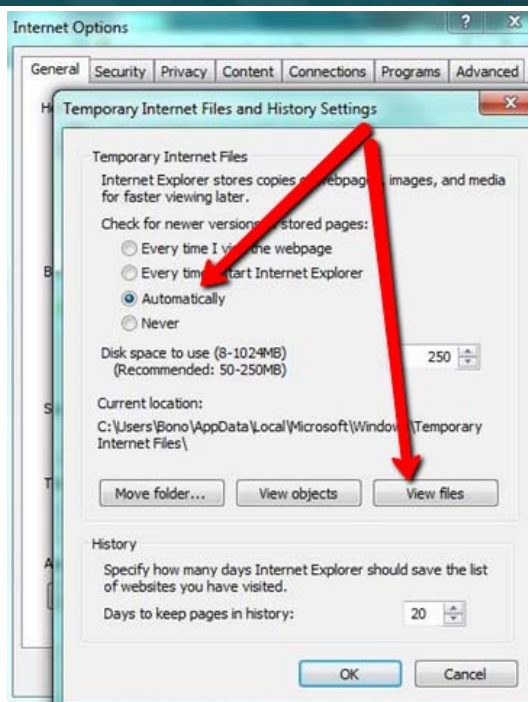
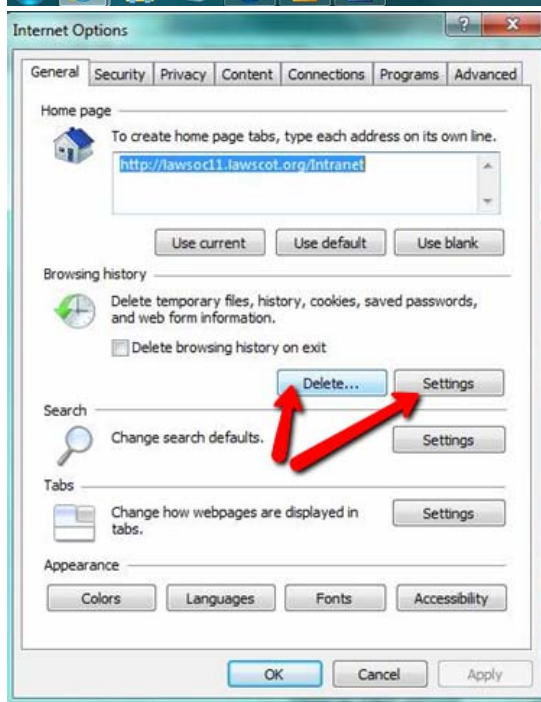
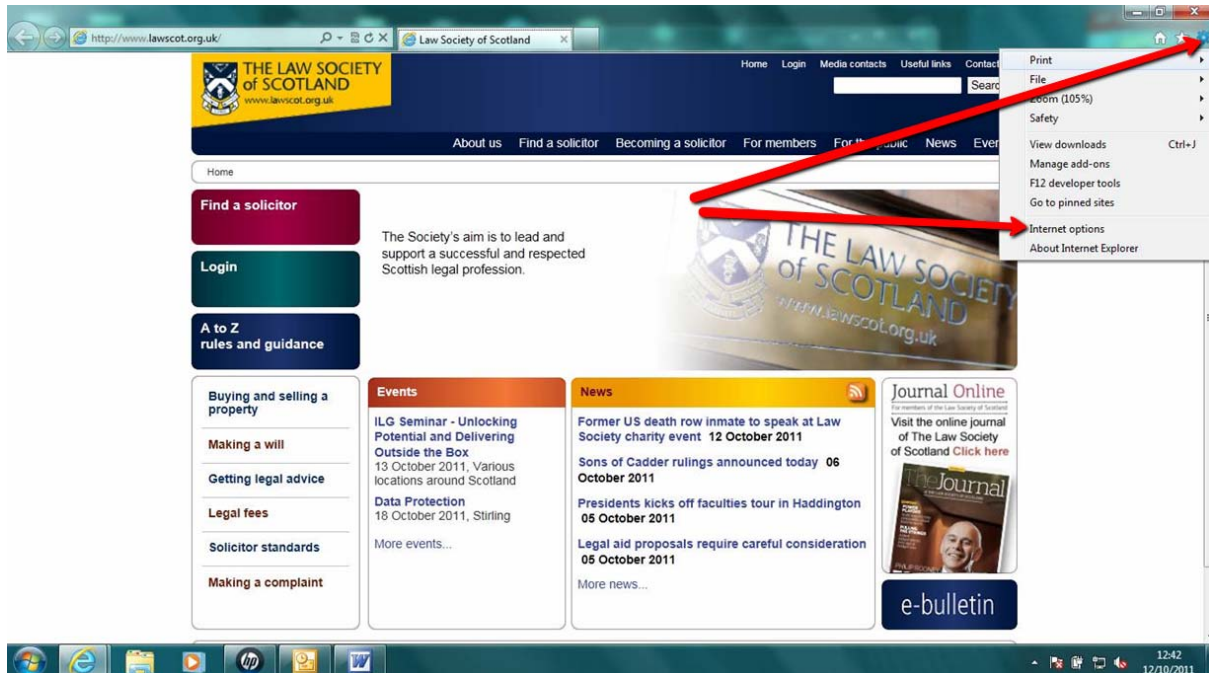


Internet explorer 7 -

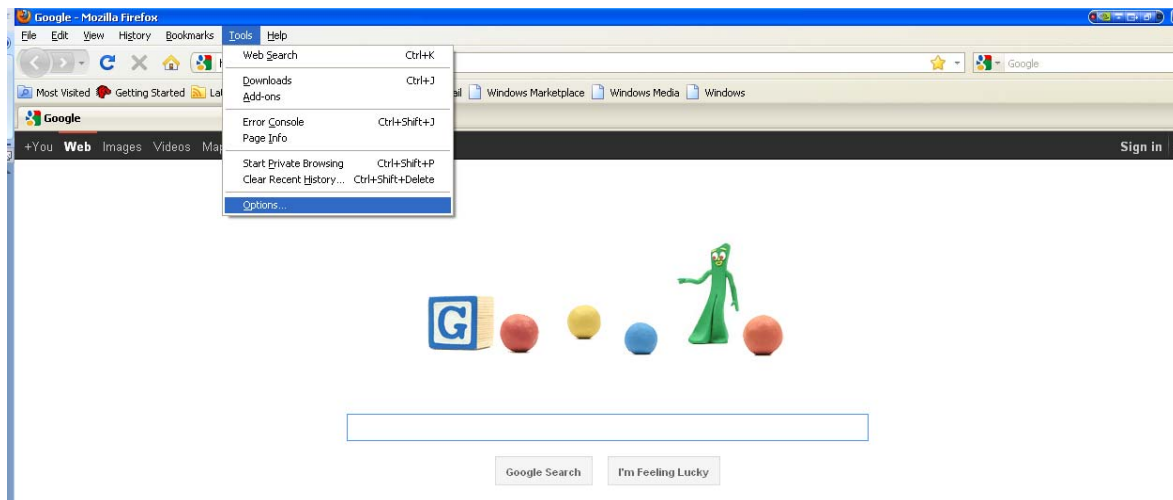
Note that the menu is located on the right hand side rather than the top



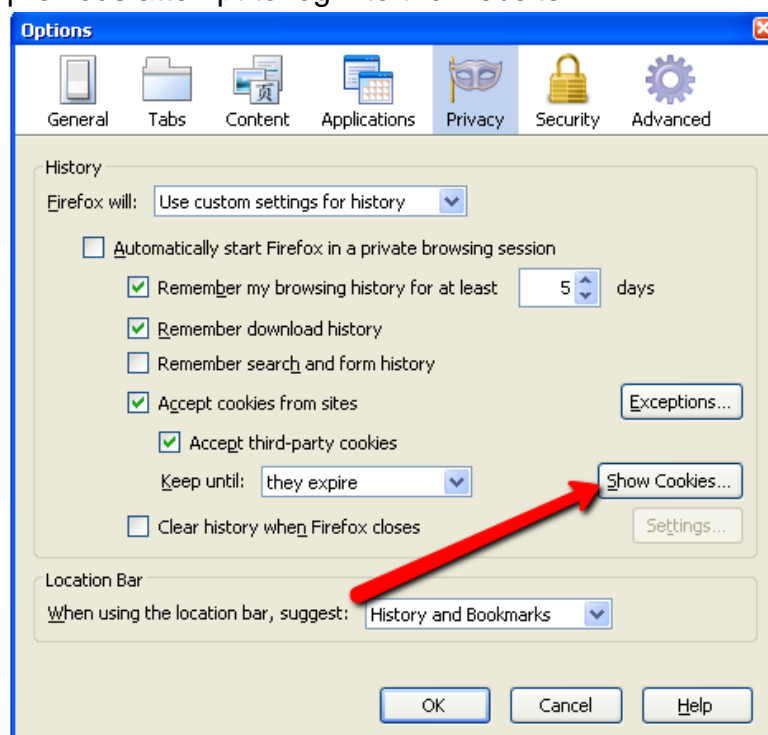
Internet Explorer 9



Mozilla Firefox



To remove previously stored cookies which might hold incorrect information from a previous attempt to login to the website:





Check that no out of date passwords have been retained:



You can click on remove, try going back to the site and logging in by entering the username and password when prompted to do so.